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**Sent:** Thursday, July 6, 2017 3:10 PM

**Subject: For Your Information – INFO715: 2017 Release Cutover – Post Go-Live Resources**

Dear Department Liaisons,

FI\$Cal is offering a range of support options for the 2017 Release departments coming on board in early July. Our Change Management Office strives to offer comprehensive guidance to help our newest end users navigate the early transition process and will provide ongoing support as departments become immersed in the system. Please review the links and resources below, and share with your department end users.

### **Departmental Transition Meeting Materials**

Refer to the PowerPoint presentations from the three Department Transition Meetings for helpful information on defect workarounds, weekly activity checklists, and more.

[http://www.fiscal.ca.gov/release\\_2017-2018\\_resources/index.html](http://www.fiscal.ca.gov/release_2017-2018_resources/index.html).

Slides 36-37, & 67-68 in the Transition Meeting #3 for 2017 Departments slide deck outline the first weeks after go live, and include a list of validations.

[http://www.fiscal.ca.gov/release\\_2017-2018\\_resources/documents/July2017Transition-DeptSessionJune29\\_AM.pdf](http://www.fiscal.ca.gov/release_2017-2018_resources/documents/July2017Transition-DeptSessionJune29_AM.pdf).

### **Job Aids and Support**

Job Aids and Support information are available at [http://www.fiscal.ca.gov/access-fiscal/job\\_aids.html](http://www.fiscal.ca.gov/access-fiscal/job_aids.html).

### **User Support Labs**

The 2017 Release Department User Support Labs (USLs) begin July 25 and continue through Sept. 28, 2017. The USLs are an excellent opportunity for departments to bring in real work and receive assistance from a subject matter expert and trainer; therefore, it's beneficial for end user to complete all training pre-requisites prior to attending USLs. To find out more information about the USL request process and schedule, please review the USL Request Form located here. Please note, end users must complete all required training before attending a USL session:

[http://fiscal.ca.gov/release\\_2017-2018\\_resources/documents/USLRequestForm2017ReleaseVer220170616.pdf](http://fiscal.ca.gov/release_2017-2018_resources/documents/USLRequestForm2017ReleaseVer220170616.pdf)

### **University of FI\$Cal**

Training materials are available through the University of FI\$Cal (UF), previously known as the FI\$Cal Training Academy, located here:

<http://www.fiscal.ca.gov/training-academy/index.html>.

To add or remove users, submit a UF New Account Request Form located in the aforementioned website. New users will receive Welcome Letters with their UF credentials and course enrollment instructions. The courses for each assigned role are also located at the FI\$Cal Training Academy website.

For additional information on enrolling in a course, refer to the Using the UF Training Catalog 2.0 Job Aid posted on the UF Webpage.

- For other training information, contact the University of FI\$Cal at [fiscal.cmo@fiscal.ca.gov](mailto:fiscal.cmo@fiscal.ca.gov).

### **FI\$Cal Service Center (FSC)**

The FSC is ready to support 2017 Release end users and address system issues encountered while using FI\$Cal. Before reporting a system issue, first contact your Department Super User to attempt resolution. Prior to contacting the FSC, please check to see whether the problem you are encountering has already been posted as a “known issue” <http://www.fiscal.ca.gov/access-fiscal/>. If your issue has not been reported and a resolution is not yet in progress, please report it to the FSC.

You may contact the FSC by phone at 1-855-FISCAL0 (1-855-347-2250) and by email at [fiscalservicecenter@fiscal.ca.gov](mailto:fiscalservicecenter@fiscal.ca.gov).

FSC Hours of Operations  
7:30 a.m. to 5:30 p.m. Pacific Time  
Monday – Friday (Except State Holidays)

### **Configuration Modification Requests (CMR)**

As you encounter changes that are needed to your department’s FI\$Cal configuration, departments can submit changes through the CMR form. Download the CMR form and instructions from the FI\$Cal Service Center site, [http://www.fiscal.ca.gov/access-fiscal/FISCAL\\_Service\\_Center/index.html](http://www.fiscal.ca.gov/access-fiscal/FISCAL_Service_Center/index.html). All completed CMR forms must be submitted by the DAD to the FI\$Cal Service Center, [fiscalservicecenter@fiscal.ca.gov](mailto:fiscalservicecenter@fiscal.ca.gov).

We hope this information is helpful in the days leading up to and following your July 10 go live. If you have additional questions, please do not hesitate to contact the Change Management Office at [fiscal.cmo@fiscal.ca.gov](mailto:fiscal.cmo@fiscal.ca.gov).



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